



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS SEPTEMBER - DECEMBER 2021 SEMESTER

DIPLOMA IN FOOD PRODUCTION/ DIPLOMA IN TRAVEL & TOURISM MANAGEMENT

COURSE CODE: DFPP 034/DTTM 030

COURSE TITLE: CATERING LAW/TOURISM LAW & POLICIES

DATE: 17 NOVEMBER 2021

TIME: 11.30 AM - 2.30 PM

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: All exam rooms are under CCTV surveillance during the examination period

SECTION A IS COMPULSORY

Question One

a) Define the following terms:

- (i) Law [2 Marks]
- (ii) Litigation [2 Marks]
- (iii) Arbitration [2 Marks]
- (iv) Policy [2 Marks]
- (v) Tort [2 Marks]

b) As a student at Greta University studying Catering Law. Of what importance is it to you?

[10 Marks]

c) A guest in Meridian hotel has approached you as the manager complaining of being mishandled at the premises. As a manager explain what you will do

[10 Marks]

d) State and explain the sources of laws for the Kenyan Government?

[10 Marks]

SECTION B: ANSWER ANY OTHER THREE QUESTIONS

Question Two

a) Key Differences between Arbitration and Litigation

[5 Marks]

b) With the help of a well-drawn and labeled diagram, Describe the structure of the Kenya Judiciary System

[15 Marks]

Question Three

a) A contract is an agreement between two people or many. There are essentially four ways in which a contract can be brought to an end. Discuss

[10 Marks]

b) Define the term Tourism Policy, and state the importance of these policies to both Hospitality and Tourism sector

[10 Marks]

Question Four

a) Due to Corona virus pandemic the Tourism sector has received a big blow. Discuss the Trends that are affecting tourism and hospitality policies

[10 Marks]

b) Under Hotel and Restaurant regulation public health Act Cap 242, waitress with long hair should fold it or tie it, while kitchen brigade must cover their head. Explain why

[10 Marks]

Question Five

a) In The constitution of Kenya 2010, Hospitality industry should provide goods and services to their consumers. Under what circumstances can an Innkeeper deny his customers these services. Discuss

[10 Marks]

b) A contract is an agreement between two people or many. State and explain the components of a contract

[10 Marks]